SIEMENS

HiPath 4000
Hicom 300 E/300 H
Operating Instructions
optiPoint 500 entry

About these Operating Instructions

These Operating Instructions describe the use of the optiPoint 500 entry telephone in conjunction with the HiPath 4000 Communication Server, Version 1.0 and Hicom 300 E/300 H, all Versions.

They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - address any questions to Customer Support.
- Your communications platform does not support this function - contact your Siemens sales representative to upgrade your system.

Important Notes

	Never operate the telephone in an environment where there is a risk of explosion.
	Only use Siemens accessories. The use of other manufacturers' accessories may be dangerous and will render the warranty and approval null and void.
	Never open the telephone set. If any problems arise, get in touch with System Support.
	The telephone must not come into contact with abrasive liquids or liquids which are liable to discolour it, such as tea, coffee, fruit juices or soft drinks. Care of the telephone → page 39.

CE label

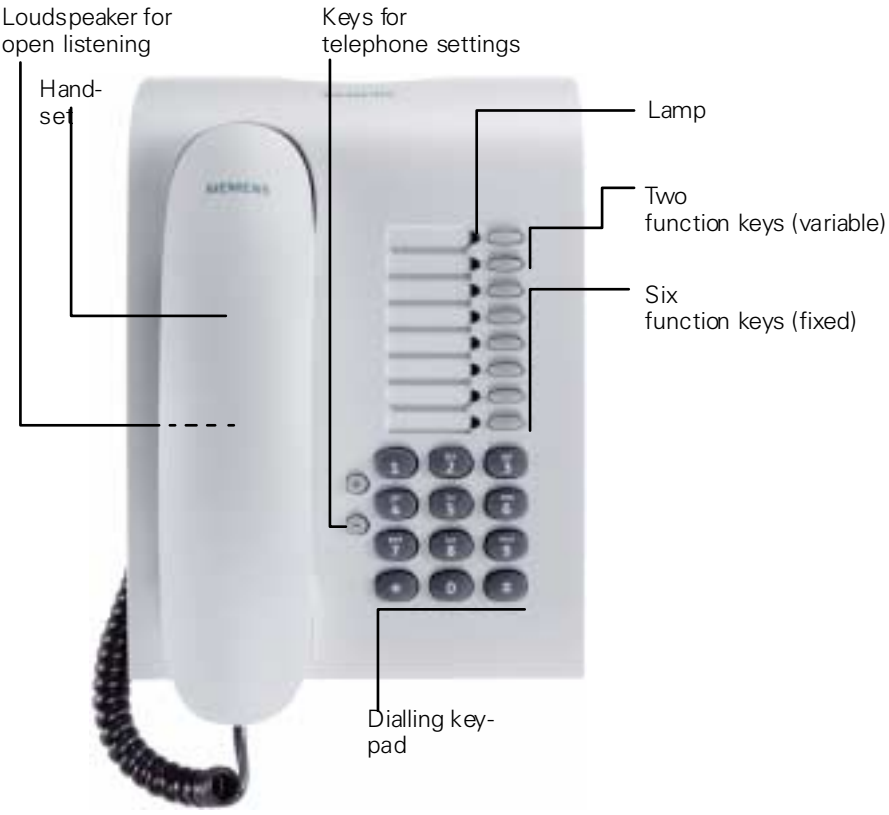
The CE symbol certifies compliance of this equipment with the EU directives.

Environmental label

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.

Basic operating instructions

optiPoint 500 entry control panel



Two keys with variable functions:

Option 1:

Redial

Callback

Variante 2:

Mailbox

Output

Option 3:

Call pickup

Call park

Variante 4:

Line

Hold

Six keys with fixed functions:

Example:

Conference

Call forwarding

Store

Disconnect/Clear

Consultation

Speaker

Step by Step

How to use these Operating Instructions

The operating procedures are presented in a logical sequence in the "coloured" column. The symbols used have the following meanings:

Lift the handset.

Replace the handset.

Enter the number or code.

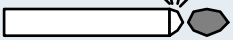
Enter the PIN.

⊕ **or** ⊖ Press volume controls on the telephone.

You hear a tone.
A long tone (positive confirmation tone) confirms that you have successfully activated a function or procedure.
A short tone (negative confirmation tone) indicates that the function or procedure was rejected.

Press the key.

Press the key which is lit.


Press the key which is flashing.

Step by Step

How to access a function

... using codes

*44 Activating call forwarding

#44 Activating call forwarding

*9 Entering a callback request

#9 Cancelling a callback request

When you activate or switch on a function, you always begin by pressing the "star" key; when you deactivate, switch off or cancel a function, you always begin by pressing the "square" key.

As the examples show, codes can consist of either one or two digits.

... using UK codes, Standard codes, Euro codes, special codes and system codes

System Support will inform you which codes apply to your Hicom 300 H system.

The **Appendix** to these Operating Instructions contains an overview of the possible codes.

If your optiPoint 500 entry does not have a "store" key, storage of a call forwarding destination can be initiated by **lifting the handset** and dialling the special code. **Replace the handset** once you have entered the call forwarding destination (→ page 27).

Note that all these types of codes are included in the descriptions in the central part of these Operating Instructions.

... using a function key

You can activate directly those functions for which a key has been programmed, for example:

Consultation

Press the key. The function is executed (if it is available in the particular situation).

Basic operating instructions 3
optiPoint 500 entry control panel. 3

⇩ **Basic and enhanced-convenience functions**

How to use these Operating Instructions 4

How to access a function. 5
... using codes 5
... using UK codes, Standard codes, Euro codes, special codes and system codes 5
... using a function key. 5

Taking calls and setting up calls 9
Taking a call 9
Open listening within the room during a call 9
Taking a call on a line key (keysystem working) 10
Holding a call on a line key (not for UK) 10
Continuing a call on a line key (not for UK) 10
Using the mailbox (not for UK) 11
Retrieval from mailbox 11
Answering a callback request 11
Activating/deactivating do not disturb 12

Setting up calls. 13
Dialling with the handset off-hook 13
Dialling with the line key (keysystem working) 13
Dialling with the handset on-hook 13
Suppressing the number display at the called party 14
Entering commands with tone dialling (DTMF suffix dialling) 14

Calling several persons simultaneously 15
Making a second call (consultation) 15
Making a conference call 15
Setting up an add-on conference 15
Extending a call 17

Using stored numbers to make calls 18
Saved number redial 18

Last number redial 18
Dialling with individual speed dialling numbers 19
Dialling with system speed dialling numbers 19

If you don't get through... 20
Using the callback facility 20
Storing a callback request 20
Answering a callback request 20
Cancelling a stored callback request 21
Camp-on or override 21

Telephone settings 22
Adjusting the volume of the ringing tone 22
Adjusting the pitch of the ringing tone 22
Setting the volume of the alerting tone 23
Setting the receiving volume during a call in progress 23
Preventing misuse of the telephone 24

Storing numbers 25
Storing a number for redialling 25
Storing a caller's number or a number which has been dialled 25
Storing any number 25
Storing individual speed dialling numbers 26

Forwarding calls 27
Using fixed call forwarding 27
Storing/changing a destination 27
Cancelling a destination 27
Deactivating call forwarding 28
Activating call forwarding 28
Forwarding calls automatically 29
Using variable call forwarding 29
Storing a destination/activating call forwarding 29
Deactivating call forwarding 30
Forwarding calls for a different terminal 30
Storing a destination for another telephone/activating call forwarding 30
Storing a destination for fax, PC or "busy"/activating call forwarding 31
Deactivating call forwarding for another telephone 31
Deactivating call forwarding for fax, PC or "busy" 32
Changing call forwarding for another terminal 32

Using a different telephone in the same way as your own 33
Logging on to a different telephone 33
Deactivating identification at the other telephone 34

Relocating with the telephone 35
Disconnecting the telephone from its present station line 35
Reconnecting the telephone at the new station line 35

⇩ **Team functions**

Making calls in a team 36
Taking a call for a colleague 36
Parking a call and picking it up within the team 36
Taking a call in a hunt group 37
Removing station from hunt group/adding station to hunt group 37

⇩ **All about the telephone**

Labelling and documentation 38
Attaching the number label 38

Documentation 38
To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer. 38

Advice for users 39
Care of the telephone 39
How to deal with malfunctions 39
Who to contact if a problem occurs 39

Index 40

⇩ **Quick-reference operating instructions (appendix)**

Step by Step

Taking calls and setting up calls

Taking a call

The telephone rings.

Lift the handset.

Terminating a call:

Replace the handset.

Open listening within the room during a call

You can allow other persons in the room to listen in on the call. Always inform the other party that you are switching on the loudspeaker.

You conduct the call with the handset.

To activate:

Speaker

Press the key. The lamp lights up.

To deactivate:

Speaker

Press the key. The lamp goes out.

Step by Step

Taking a call on a line key (keysystem working)

Precondition: There is a line key with its own number on your telephone.

The telephone rings. The line key lamp flashes rapidly.

Lift the handset.

Press the key. The lamp lights up.

Holding a call on a line key (not for UK)

Precondition: Your telephone has a "Hold" key.

Press the key. The line key lamp flashes slowly.

Your HiPath 4000 system can also be configured in such a way that the call is held when the line key is pressed. Try this for yourself or enquire with System Support.

Continuing a call on a line key (not for UK)

Press the key. The lamp lights up.

Step by Step

Using the mailbox (not for UK)

Precondition: The "mailbox" and "output" keys have been configured on your telephone.

Callers who dialled your number during your absence can leave a callback request in your mailbox.
You will also find mail server voice/fax messages in your mailbox (if this facility is available).

Retrieval from mailbox

Mailbox

The lamp lights up if the mailbox contains new entries which have still to be retrieved.
Press the key.
The first callback request is announced.

Mailbox

Next callback request:
Press the key again.

Answering a callback request

Output

Press the key.

Lift the handset when the other party answers.

Step by Step

Activating/deactivating do not disturb

Precondition: System Support has enabled the do not disturb facility for all Hicom users in your system.

If you do not wish to receive incoming calls, you can activate the do not disturb facility. Internal callers then hear ringing tone, while external callers are forwarded to the attendant.

To activate:

✱ 5 1 or ✱ 4 0 — UK code or Standard code

or ✱ 9 3 — Euro code.

or [Enter the code!] — Enter the code which has been programmed for you.

To deactivate:

5 1 or # 4 0 — UK code or Standard code

or # 9 3 — Euro code.

or [Enter the code!] — Enter the code which has been programmed for you.

The attendant can override the do not disturb facility.

Step by Step

Setting up calls

Dialling with the handset off-hook

Lift the handset.

Internal: Enter the number.
External: Enter the external code and the number.

The called party is busy or does not answer:

Replace the handset.

Dialling with the line key (keysystem working)

Precondition: There is a line key with its own number on your telephone.

Lift the handset.

Line

Press the line key. The lamp lights up. The line has been seized automatically.

Internal: Enter the number.
External: Enter the external code and the number.

Dialling with the handset on-hook

Internal: Enter the number.
External: Enter the external code and the number.

The called party answers via the speaker:

Lift the handset.

Step by Step

The called party is busy or does not answer:

Speaker

Press the key. The lamp goes out.

Suppressing the number display at the called party

Suppression of the number indication only applies to the next call and is not stored together with the redial function.

To activate:

*2 abc 4 ghi or *5 jkl 0

UK code or Standard code/Euro code.

or Enter the code!

Enter the code which has been programmed for you.

Enter the other party's number. If the call is answered, your number does not appear on the called party's display (if the telephone has a display).

To deactivate:

#2 abc 4 ghi or #5 jkl 0

UK code or Standard code/Euro code.

or Enter the code!

Enter the code which has been programmed for you.

Entering commands with tone dialling (DTMF suffix dialling)

This feature is not applicable for UK and other countries using tone dialling (default).

After dialling a number, you can set tone dialling in order to activate equipment - such as an answering machine or an automatic information or switching system - by means of command inputs in DTMF mode **(DTMF = d**ual-**t**one **m**ulti**f**requency dialling).

*#

Switch over to tone signaling.

Step by Step

Calling several persons simultaneously

Making a second call (consultation)

You can set up a second call during a call in progress. The first party waits.

Consultation

Press the key. The lamp lights up.

Make your call to the second party.

Terminate the second call – return to the first party:

Disconnect/Clear

Press the key.

Making a conference call

With a conference circuit, you can converse with up to seven other persons simultaneously. These can be internal or external users.

Setting up an add-on conference

Lift the handset.

Call the first user.

Consultation

After speaking to the first user: press the key. The lamp lights up.

Call the second user. The first party waits.

Conference

After speaking to the second user: press the key. The lamp lights up.

Step by Step

or *9 or *3

Enter the UK code or Standard code for conference.

If your telephone does **not** have a "conference" key: Enter the code for conference.

A tone indicates that all three users have been interconnected to form a conference circuit.

All three parties can now converse with one another.

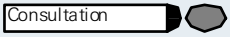
Step by Step

Extending a call

If the person you are conversing with wishes to be forwarded to another user, you can pass on the connection to this third person.

The connection can be passed on with or without prior announcement.

Extending the call with prior announcement:

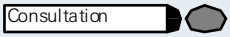


Press the key. The lamp lights up.

Call the other party and inform him that the waiting user wishes to be put through to him.

Replace the handset.
The two users are connected to each other.

Extending the call without prior announcement:



Press the key. The lamp lights up.

Enter the other party's number.

Replace the handset.

If a connection is not set up between the other two parties within 40 seconds, you are recalled. You are then connected to the first party again.

Step by Step

Using stored numbers to make calls

Saved number redial

Precondition: The "redial" key is configured on your telephone.

If your telephone is configured for this type of redialling, you can store a number and then dial it at a later point in time (→ page 25). You can redial the number at the push of a button.

Lift the handset.

Press the key.

UK code.

Last number redial

Precondition: The "last number redial" key is configured on your telephone.

If this type of call forwarding is configured on your telephone, **each** (last) number dialled is saved automatically for possible redialling.

Lift the handset.

Press the key.

Step by Step

Dialling with individual speed dialling numbers

Precondition: You have stored individual speed dialling numbers (→ page 26).

Lift the handset.

✱ 6 mno 3 def **or** ✱ 8 tuv — UK code or Standard code/Euro code

or [Enter the code!] — Enter the code which has been programmed for you

or ✱ 2 abc 8 tuv — Enter the special code (not for UK).

and

0 ... 9 wxyz — Enter the speed dialling number.

Dialling with system speed dialling numbers

for UK: ✱ 6 mno 1 . . — You will be supplied with a copy of the system (central) speed dialling directory by System Support (for example) or you will find it in the inhouse telephone directory or your PC.
After selecting a speed dialling number which is the stored destination for another telecommunications system, you can immediately suffix-dial the station number you require.

Step by Step

If you don't get through...

Using the callback facility

If an internal station which you have called is busy or there is no reply, you can place a request for callback. This also applies to external calls via ISDN switching centres. This saves you having to dial the number repeatedly. You are then called back

- as soon as the other party terminates his call
- as soon as the other party makes a further call
- as soon as the other party checks his mailbox and responds to your callback request (→ page 11).

You can only place one request for callback at a time.

Storing a callback request

Precondition: The station which you have called is busy or there is no reply.

Callback

Press the key. The lamp lights up.

or *0 or *9

UK code or Standard code

Answering a callback request

The telephone rings.

Lift the handset. Ringing tone can be heard.

If you do not answer a callback request within four rings, the request is cancelled.

Step by Step

Cancelling a stored callback request

Precondition: You have stored a callback request.

Lift the handset.

#0 or #9 — UK code or Standard code

or [Enter the code!] — Enter the code which has been programmed for you.

Replace the handset.

Camp-on or override

In order to camp-on or override, you must have the correct class of service.

Depending on the configuration of your telephone, System Support will have programmed **either** "camp-on" **or** "override".

Precondition: The **internal** station user whom you have called is busy. You need to contact this person urgently.

*60 or *19 — UK code or Standard code/Euro code

or [Enter the code!] — Enter the code which has been programmed for you.

Camp-on (call waiting):
The user hears an alerting tone in the course of the call. The "Call pickup" key flashes on his telephone. If his telephone has a display, your name and number are indicated.

Override (call entering/intrusion):
The user hears an alerting tone.
You can speak immediately.

Camp-on is not possible if the called party is protected by camp-on rejection or station override security.

Step by Step

Telephone settings

Adjusting the volume of the ringing tone

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

1 Press the key.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

⊕ ⊖ **together** Store.

Adjusting the pitch of the ringing tone

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

2 Press the key.

⊕ **or** ⊖ Changing the pitch: keep pressing the keys until the required pitch has been reached.

⊕ ⊖ **together** Store.

Step by Step

Setting the volume of the alerting tone

You hear alerting tone if a call has not been picked up in your team.

⊕ **or** ⊖ Press one of the keys when the telephone is in the idle state.

4 Press the key.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

⊕ ⊖ **together** Store.

Setting the receiving volume during a call in progress

Precondition: You are conducting a call.

⊕ **or** ⊖ To increase/decrease the volume: keep pressing the keys until the required volume level has been reached.

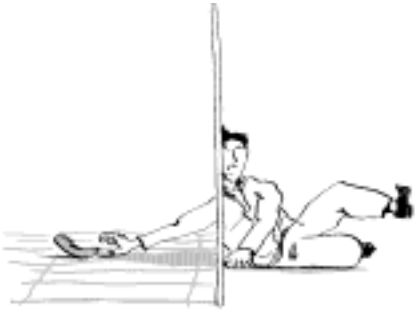
⊕ ⊖ **together** Store.

Step by Step

Preventing misuse of the telephone

You can prevent unauthorised persons from using your telephone during your absence.

Precondition: You have been assigned a personal identification number (PIN) by System Support.



Preventing unauthorised dialling:

*49 or *18 — UK code or Standard code

or *92 — Euro code

or [Enter the code!] — Enter the code which has been programmed for you.

and

Enter the PIN (code number).

When the telephone is disabled in this way, a special dial tone is audible when the handset is lifted. Internally (within HiPath 4000), dialling is possible in the usual way.

Enabling the telephone again:

#49 or #18 — UK code or Standard code

or #92 — Euro code

or [Enter the code!] — Enter the code which has been programmed for you.

and

Enter the PIN (code number).

Step by Step

Storing numbers

Storing a number for redialling

Precondition: Your telephone is programmed for "Saved number redial" **not** "Last number redial".

Storing a caller's number or a number which has been dialled

You have set up a call and are still engaged in this call. Or you have been called by - and are still conversing with - a user whose number has also been communicated to you.

Press the key.

UK code.

Replace the handset.

Storing any number

Press the key. The lamp lights up.

Press the key.

UK code.

Enter the number.

Press the key. The lamp goes out.

You can dial the stored telephone number at the push of a button (→ page 18).

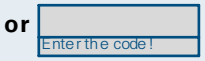
Step by Step

Storing individual speed dialling numbers

You can store a number on each of digit keys 0 to 9 and then dial these numbers at the push of a button (→ page 19). An existing number is overwritten.

Press the key. The lamp lights up.

UK code or Standard code/Euro code



Enter the code which has been programmed for you.

If your telephone does **not** have a "store" key:

Lift the handset and enter the special code (not for UK).

Enter a specific speed dialling number (0 to 9).

Enter the appropriate telephone number.

Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Step by Step

Forwarding calls

Using fixed call forwarding

Fixed call forwarding can be activated in a matter of seconds. It is advisable to use this type of call forwarding in order to reroute calls to the mailbox or to a permanent deputy, for example.

Storing/changing a destination

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

Call forwarding — Press the key again.

Without pressing the keys first:

*21 or *49 — UK code or Standard code.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or and *56 — Lift the handset and enter the special code (not for UK).

Enter the number of the destination.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Fixed call forwarding is activated immediately.

If your line is also accessible at other telephones, the relevant line keys are all affected by the call forwarding function.

Cancelling a destination

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

Call forwarding — Press the key again.

Without pressing the keys first:

#21 or #49 — UK code or Standard code.

Step by Step

or # 9 6 — Euro code.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or lift handset and # 2 1 — Lift the handset and enter the UK code.

or # 5 6 — Special code (not for UK).

Disconnect/Clear — Press the key.

Store — Press the key. The lamp goes out.

If you have already lifted the handset and entered the special code:
Replace the handset.

Deactivating call forwarding

Call forwarding — Press the key. The lamp goes out.

If your telephone does **not** have a "call forwarding" key:

or lift handset and # 1 1 — Lift the handset and enter the UK code

or # 4 4 — or Standard code.

Replace the handset.

Activating call forwarding

Call forwarding — Press the key. The lamp lights up.

If your telephone does **not** have a "call forwarding" key:

or lift handset and * 1 1 — Lift the handset and enter the UK code

or * 4 4 — or Standard code.

Replace the handset.

Step by Step

Forwarding calls automatically

A call is diverted to the fixed call forwarding destination even if you have not activated fixed call forwarding (and provided that your system is configured for this facility).

If "forwarding ring no answer" (transfer of ringing) has been programmed, calls are rerouted automatically if, for example, they are not answered after several rings or they arrive when you are already engaged in a call.

Using variable call forwarding

Each time you activate variable call forwarding, you specify the destination number to which calls are to be diverted. You will find variable call forwarding particularly useful if you have to divert calls to frequently changing destinations.

Storing a destination/ activating call forwarding

Line — If configured: press the key.

Store — Press the key. The lamp lights up.

Call forwarding — Press the key.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

or and *11 — Lift the handset and enter the UK code

or *44 — or Standard code

Enter the number of the destination.

Store — Press the key. The lamp goes out.

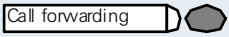
If you have already lifted the handset and entered the special code:
Replace the handset.

Call forwarding is thus activated.

If you enter a number belonging to a networked HiPath 4000 system, you must conclude input with #.

Step by Step

Deactivating call forwarding



Press the key. The lamp goes out.

If your telephone does **not** have a "call forwarding" key:

or and # 1 1 — Lift the handset and enter the UK code

or # 4 4 — or Standard code

Replace the handset.

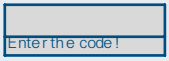
Forwarding calls for a different terminal

You can store, activate, check and deactivate call forwarding for another telephone, fax machine or PC from your own telephone. To do so, you need to know the PIN for this terminal or you must have the "Call forwarding for remote terminal" class of service.

Precondition: The "store" key is configured on your telephone.

Storing a destination for another telephone/activating call forwarding

* 1 4 or * 4 1 1 — UK code or Standard code/Euro code.

or 

Enter the code which has been programmed for you.

Enter the number of the other telephone and confirm your input with the square key.

Enter the PIN of the other telephone and confirm your input with the square key.

or # — Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or # — Press the square key only
(the telephone on which you are storing call forwarding thus becomes the call forwarding destination).

Wait for the acknowledgment tone.

Step by Step

Store

Press the key. The lamp goes out.
Call forwarding is thus activated.

Storing a destination for fax, PC or "busy"/activating call forwarding

Store

Press the key. The lamp lights up.

Enter the code for the type of call forwarding required. The codes are defined by System Support. You can enter your call forwarding codes in the following table:

"Call forwarding for fax":	*43
"Call forwarding for PC":	*42
"Call forwarding for busy":	*49

Enter the number of the other terminal and confirm your input with the square key.

Enter the PIN of the other terminal and confirm your input with the square key.

or

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or

Press the square key only
(the terminal at which you are storing call forwarding thus becomes the call forwarding destination).

Store

Press the key. The lamp goes out.
Call forwarding is thus activated.

Deactivating call forwarding for another telephone

1 4 or # 4 1 1

UK code or Standard code/Euro code.

or Enter the code!

Enter the code which has been programmed for you.

Enter the number of the other telephone and confirm your input with the square key.

Enter the PIN of the other telephone and confirm your input with the square key.

Step by Step

or

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Enter the number of the destination and confirm your input with the square key.

or

Press the square key only
(the telephone on which you are storing call forwarding thus becomes the call forwarding destination).

Wait for the acknowledgment tone.

Store

Press the key. The lamp goes out.

Deactivating call forwarding for fax, PC or "busy"

Store

Press the key. The lamp lights up.

Enter the code for deactivating the particular type of call forwarding. The codes are defined by System Support. You can enter your call forwarding deactivation codes in the following table:

"Deactivate call forwarding for fax":	#43
"Deactivate call forwarding for PC":	#42
"Deactivate call forwarding for busy":	#49

Enter the number of the other terminal and confirm your input with the square key.

Enter the PIN of the other terminal and confirm your input with the square key.

or

Press the square key only
(if your own station has the "Call forwarding for remote terminal" class of service).

Wait for the acknowledgment tone.

Store

Press the key. The lamp goes out.

Changing call forwarding for another terminal

The procedure is exactly the same as for Store/ Activate:
for another telephone → page 30,
for fax, PC or busy → page 31.

Step by Step

Using a different telephone in the same way as your own

You can log on to another telephone belonging to the Hicom system by means of a personal identification number (PIN) (as of software status HiPath 4000, Version 1.0 und Hicom 300 E/300 H, and also telephones of networked HiPath 4000 systems, e.g. at other branches of your company). At the other telephone you can then:

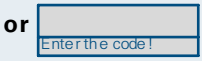
- make calls and assign the charges to cost centres
- use your individual speed dialling numbers and also a number which has been stored at your own telephone for the purpose of redialling.

In addition, you can have your calls diverted to a telephone in the office or department where you will be for a temporary period ("call forwarding - follow me").

Logging on to a different telephone

Precondition: You have been assigned a PIN by System Support. You require an internal PIN for calls within your own HiPath 4000 system, while for calls involving other HiPath 4000 systems in the integrated network you require a "network-wide" PIN.

UK code or Standard code (for PIN 1).



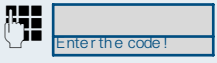
Enter the code for additional PIN.

Entering the PIN for your own HiPath 4000 system area:

Enter internal PIN.

or

Entering the PIN for another HiPath 4000 system area within the integrated network:



Enter the 2-digit node code for your own HiPath 4000 system (enquire with System Support).

Enter your own number and press the square key.

Enter the network-wide PIN and press the square key.

Step by Step

Dialling after (successful) identification:

You hear dial tone.

Speaker

Press the key. The lamp goes out.

or

Enter a number immediately.

Call forwarding - follow me after successful identification

Call forwarding

Press the key. The lamp lights up.

If the "store" and "call forwarding" keys are **not** configured on your telephone:

Lift the handset.

*14 or *411

UK code or Standard code/Euro code.

Replace the handset.

Deactivating identification at the other telephone

#8 or #54

UK code or Standard code/Euro code

or

Enter the code!

Enter the code which has been programmed for you.

Depending on the configuration of the system, identification is deactivated automatically if the far-end telephone is not used for several minutes.

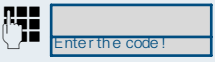
Step by Step

Relocating with the telephone

Enquire with System Support whether this is possible with your telephone system.

After **consulting with System Support**, you can de-register your telephone from its present station line and then re-register it at the new station line. Note that the settings on your telephone (programmed keys) are not affected by the move.

Disconnecting the telephone from its present station line



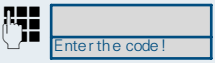
Enter the code for de-registration. If you are not sure of the code, enquire with System Support.

Enter the PIN.

Remove the telephone plug from the socket.

Reconnecting the telephone at the new station line

Insert the the telephone plug in the socket.



Enter the code for registration. If you are not sure of the code, enquire with System Support.

Enter the PIN.

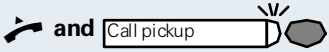
Step by Step

Making calls in a team

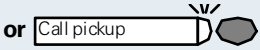
Taking a call for a colleague

If a member of a team does not answer a call within 15 seconds (depending on the system), the other members of the team hear an alerting tone.

Telephone in the idle state:



Lift the handset and press the flashing key. You have picked up the call.



Press the flashing key only.
You are in the open listening mode.

During a call:

Press the flashing key.
The first party is placed on hold while you are connected to the second party.

Terminate the second call – return to the first call:

Press the key.

Parking a call and picking it up within the team

You can park a call within the call pickup group on one telephone and then continue it at a different telephone.

Parking the call:

Press the key. The key flashes at all telephones in the team.

Replace the handset.

Resuming the call:

Press the flashing key. Continue the call.

Step by Step

Taking a call in a hunt group

Precondition: A hunt group has been configured in the team.

You - and all the members of the team - can be accessed by way of a hunt group number.

Your telephone rings.

Lift the handset.

Removing station from hunt group/ adding station to hunt group

You can disconnect yourself from the hunt group at any time, e.g. when you leave the office. You can rejoin the hunt group as soon as you return to the office.

You can still be contacted via your own number when you have been disconnected from the hunt group.

Disconnecting:

52 or * 13 — UK code or Standard code

or * 95 — Euro code

or [Enter the code!] — Enter the code which has been programmed for you.

Rejoining:

* 52 or # 13 — UK code or Standard code

or # 95 — Euro code

or [Enter the code!] — Enter the code which has been programmed for you.

Labelling and documentation

Attaching the number label

A sheet of number labels is supplied with each telephone.

Fill in the number label (fire service, police, own number), peel it off and attach it to the recess on the telephone (after lifting the handset).

Documentation

You can find these operating instructions in the Internet in PDF format under

http://www.hipath.com

and on CD-ROM (ask System Support) in HTML and PDF format.

The CD-Rom (7 languages) or a printout of these operating instructions can be ordered from the details of the article number from Siemens' Sales Organisation of via the following Internet address.

http://www.click4business-supplies.de

CD-ROM article number:
P31003-H1012-C130-*-6Z19
Article number of these operating instructions:
1PA31003-G3000-B311-7-19

In order to look at and print the operating instructions in PDF format, you need a computer on which the free Acrobat Reader software package is installed by Adobe.

To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer.

Advice for users

Care of the telephone

- Use either a damp cloth or an antistatic cloth to clean the telephone set. Never use a dry cloth!
- If the telephone set needs to be cleaned thoroughly, use a neutral, diluted, surface-active cleaning agent. Take care that all traces of the cleaning agent are removed with a damp cloth (using water only!).
- Never apply a cleaning agent which contains alcohol or which is liable to harm plastic surfaces; never use an abrasive cleaning powder.

How to deal with malfunctions

There is no response after a key has been pressed:

Check whether the key has become stuck.

No ringing tone when an incoming call is received:

Check whether you have activated the do not disturb facility (→ page 12). If you have, cancel it in order to receive calls again.

All other faults:

First get in touch with System Support. If the fault cannot be eliminated, Customer Service must be called in.

Who to contact if a problem occurs

In the case of faults which last longer than 5 minutes, for example, please get in touch with System Support.

Index

A
Add-on conference 15
Automatic call forwarding 29

C
Call pickup (team) 36
Callback 20
  answering 20
  storing 20
Callback request 11
  cancelling 12
Camp-on 21
CE label 2
Conference 15
Consultation 15

D
Deactivating 34
Do not disturb facility 12

E
Euro code 51
Extending a call 17

F
Fixed call forwarding 27
Forwarding calls 27

H
Hold 10
Hunt group 37

I
Identification at another telephone
  deactivating 34
Individual speed dialling numbers
  dialling 19
  storing 26

L
Lampen=Leuchdiode LED 3

M
Mailbox 11
  callback request 11
  retrieving 11
Malfunctions 39

N
Number label 38
Number suppression 14

O
Open listening 9

P
Parking a call 36

R
Relocation 35
Ringing tone pitch 22
Ringing tone volume 22

S
Saved number redial 18
Special codes 3
Standard code 51

T
Taking a call 9
  on a line key 10

V
Variable call forwarding 29

1P A31003-H8400-B305-1-7619

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.
The required features should therefore be specified in each individual case at the time of closing the contract.

Reference No.: A31003-H8400-B305-1-7619 • Printed in the Federal Republic of Germany
BA 30.3.2002 HiPath 4000, Hicom 300 H/300 E

© Siemens AG 2002 • Information and Communication Networks • Hofmannstr. 51 • D-81359 Munich •

Subject to availability. Right of modification reserved.

SIEMENS

HiPath 4000
Hicom 300 E/300 H
Quick-Reference Operating Instructions
optiPoint 500 entry

Important functions at a glance

Making a call:

Either: +

Or: + when the other party answers .

Making a call with a line key:

+ Line + .

Redial (saved number):

Store:

Either: The connection has been set up: Redial .

Or: Any number: Store + Redial +

+ Store .

Repeat: + Redial .

Redial (last number dialed):

+ Last no. redial .

Taking a call with a line key:

+ Line .

Enabling others in the room to listen in:

Speaker .

Information during a call in progress (consultation):

Consultation + second party .

To terminate: Disconnect/Clear .

Extending a call:

With prior announcement: Consultation + + announce call, + .

Without prior announcement: Consultation + + .

Setting up a conference call:

First call Consultation + + Conference .

In the case of a telephone with no "conference" key:

First call Consultation + + 9 for UK or ***3**.

Expanding conference (to include up to 8 users):

Add-on conference Consultation + + 9 for UK or ***3** etc.

Storing/activating variable call forwarding:

Store + Call forwarding + (destination) + Store .

In the case of a telephone with no "store" and "call forwarding" keys:

+ 11 for UK or ***44** + (destination) + .

Activating/deactivating fixed call forwarding:

Deactivating: Call forwarding or #11 for UK or **#44**.

Activating: Call forwarding or *11 for UK or ***44**.

Cancelling destination for fixed call forwarding:

Store + Call forwarding + Call forwarding

+ Disconnect/Clear + Store .

In the case of a telephone with no "store" and "call forwarding" keys:

+ e.g. #21 for UK + .

Storing individual speed dialling numbers:

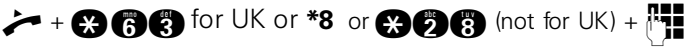
Store + *64 for UK or **#8** + (0..9) + (destination)

+ Store .

In the case of a telephone with no "store" key:

+ #28 (not for UK) + (0..9) + (destination) + .

Dialling with individual speed dialling numbers:

 for UK or ***8** or (not for UK) + (0..9).

List of codes

For information on the use of codes please refer to → page 5.

Function	UK code	Standard code	Euro code ①	Special code ②
Camp-on/override	* 60	* 19	* 19	
Do not disturb on/off	*51 / #51	* 40 / #40	* 93 / #93	
Fixed call forwarding on/off	* 11 / #11	* 44 / #44		
Fixed call forwarding – storing destination	* 21	* 49	* 96	* 56
Fixed call forwarding – cancelling destination	#21	#49	#96	#56
Variable call forwarding – storing destination	* 11	* 44		* 44
Variable call forwarding off	#11	#44		#44
Call forwarding for another terminal on/off	* 14 / #14	* 411 / #411	* 411 / #411	
Pick up the call	* *	* 7		
Display suppression own number on/off	* 24 / #24	* 50 / #50	* 50 / #50	
Identification on/off (then enter PIN)	* 8 / #8	* 51 / #54	* 51 / #54	
Call forwarding - follow me after identification	* 14	* 411		
Conference	* 9	* 3	* 3	
Storing individual speed dialling numbers	* 64	# 8 and 0-9	# 8 and 0-9	#28
Dialling individual speed dialling numbers	* 63 and 0-9	* 8 and 0-9	* 8 and 0-9	* 28
DTMF suffix-dialling (after successfully dialling an external number) ③	* #	* #	* #	
Storing callback	* 0	* 9		
Cancelling callback	#0	#9		
Disconnecting oneself from hunt group	#52	* 13	* 95	
Rejoining hunt group	* 52	#13	#95	
Locking/unlocking telephone to prevent misuse	* 49 / #49	* 18 / #18	* 92 / #92	
Redial: storing number	* 7	* 6		
Redial: dialling stored number	#7	#6		

① Recommendation
② for optiset E without store key
③ This feature is not applicable for UK and other countries using tone dialling (default)